



2025

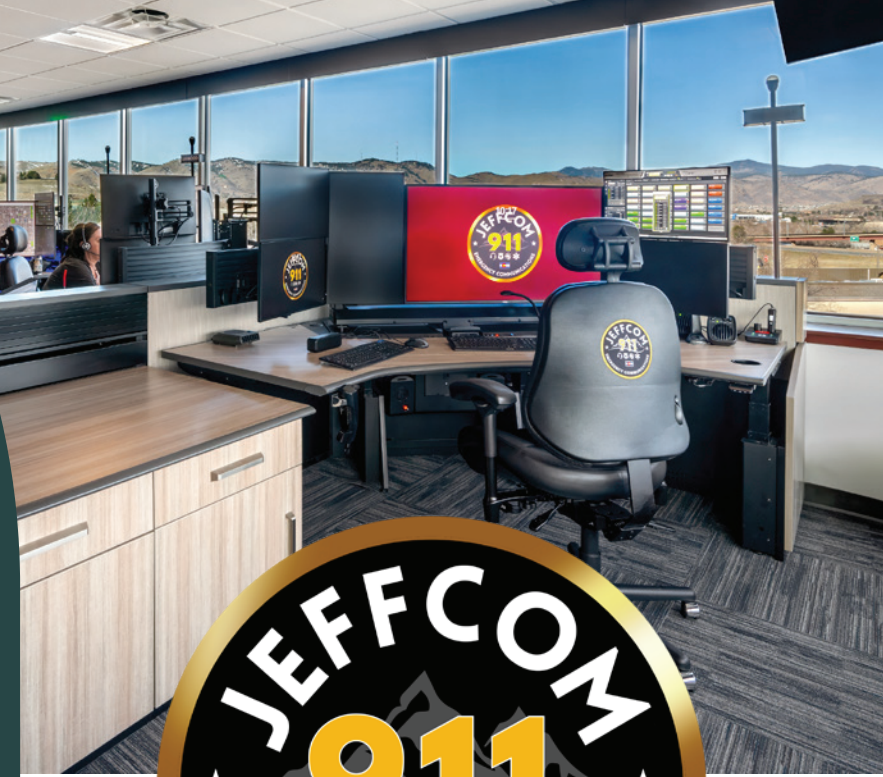
# Annual Report

[www.jeffcom911co.gov](http://www.jeffcom911co.gov)

JEFFERSON COUNTY COMMUNICATIONS CENTER AUTHORITY  
440 Indiana St. | Golden, CO 80401

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## from the Executive Director

It is with great pride that I present this Annual Report on behalf of Jeffcom 911. Each year provides new challenges, new opportunities, and new reminders of the critical role our center plays in safeguarding the communities we serve. Throughout it all, our dedicated team continues to demonstrate an unwavering commitment to excellence.

This year marked a significant milestone in the evolution of Jeffcom 911 with the opening of our new, state-of-the-art facility in Golden. Since 2017, we operated out of our original rented space in Lakewood. This year we transitioned to a modern, purpose-built center that represents a major step forward in our ability to serve the region with efficiency, reliability, and long-term sustainability.

Our new facility is not only substantially larger, but it has also been designed with the future in mind. Expanded operational space, improved technology infrastructure, enhanced training rooms, strengthens our vision of “CONNECTING LIVES AND SURPASSING EXPECTATIONS”. This investment ensures we can keep pace with our growing team, increasing call volumes, evolving public safety needs, and emerging technologies for years to come.

Owning our facility provides both stability and flexibility. It allows us to make long-term improvements, expand capabilities, and ensure that our communication center remains resilient and adaptable. The move to Golden reflects our commitment to continuous improvement and to providing the highest level of service to our community and the first responders who rely on us.

The opening of this new center is more than a change in location, it is a symbol of progress, preparedness, and dedication to the community in which we serve. It marks the beginning of a stronger, more capable chapter in our organization’s history.

Our staff, call takers, dispatchers, supervisors, technical specialists, trainers, and support personnel, are the heart of our operation. Their professionalism, resilience, and compassion guide every interaction, from the first ring of a 9-1-1 call to the final coordination of a multi-agency response. Day after day, they manage complex, high-pressure situations with calm expertise, ensuring that first responders receive the information and support they need to protect lives and property.

This year’s accomplishments reflect the outstanding work performed on every shift, every hour, by every

member of our organization. Whether handling critical incidents, implementing new technologies, or strengthening partnerships across the region, our team continues to elevate the standard of emergency communications.

Jeffcom 911 has gained national attention for the innovative technology we employ. Over the past year, we’ve welcomed on-site visits from federal dignitaries, international leaders, state and local representatives, community partners, and fellow 911 professionals, all eager to see our capabilities in action.

We remain deeply honored to serve our community and the law enforcement officers, firefighters, paramedics, and all first responders who rely on us. Their trust inspires our dedication, and their service strengthens our resolve. As we look ahead, we do so with gratitude for the exceptional individuals who make this work possible and with a renewed commitment to providing reliable, professional, and compassionate emergency communication services to all.

*Jeff Streeter*  
**Executive Director, Jeffcom 911**

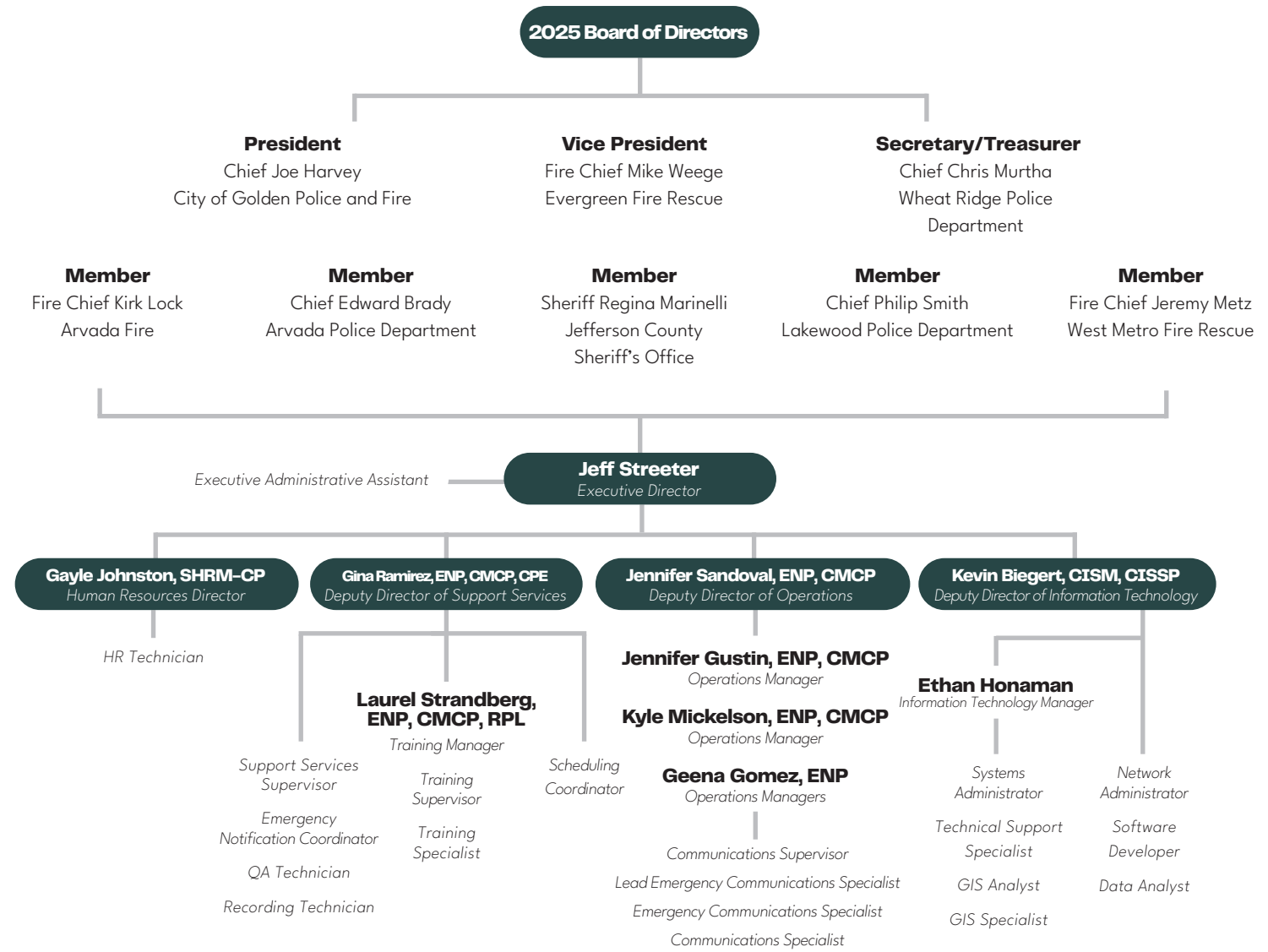




Compassion • Professionalism • Integrity • Respect • Unity • Accountability • Adaptability

# Connecting Lives, Surpassing Expectations

**We are committed** as first responders to build meaningful relationships with the community and each other by delivering exceptional service driven by innovation and a commitment to excellence.



## Agency Partnerships

### Member Agencies:

- Arvada Police
- Arvada Fire
- City of Golden Police & Fire
- Jefferson County Sheriff's Office
- Lakewood Police
- Evergreen Fire
- West Metro Fire
- Wheat Ridge Police

### User Agencies:

- Colorado School of Mines Police
- Red Rocks Community College Police
- Edgewater Police

- Elk Creek Fire
- Foothills Fire
- Genesee Fire
- Golden Gate Fire
- Highland Rescue Team
- Indian Hills Fire
- Inter-Canyon Fire
- Lakeside Police
- North Fork Fire
- Mountain View Police
- Pleasant View Fire
- Clear Creek Sheriff's Office
- Clear Creek Fire
- Clear Creek EMS

- Idaho Springs Police
- Georgetown Police
- Empire Police





**ACE Award**  
(7 audited calls within ACE levels)

» **EMD**

- Abigail Matens
- Briana Lewis
- Brianna Gauna
- Carly Holden
- Christian Driscoll
- Conner McArthur
- Damon Farnham
- Jacob Adams
- Josie Minor
- Kathleen O'Brien
- Kyle Atkisson
- Sabrina Lockwood
- Taylor Ivy

» **EFD**

- Taylor Ivy
- Avi Diaz
- Raechel Wine
- Brianna Gauna
- Carly Holden

**Golden Mic Award**  
(5 incidents audited with a compliance level of 100%)

» **Law**

- Aaliyah Kingston
- Brandie Beeten
- Brianna Gauna
- Carly Holden
- Carol Burciaga
- Chelsie Jacques

- Debbie Rowe
- Elier Escarcega
- Emily Herren
- Gavin Prejean
- Jaimee Zarate
- Kaylee Pigg
- Kyler Cook
- Maria Vigil
- Rhonda Hill
- Tyler Johnson

» **Fire**

- Matthew Palfy

**Gold Standard Award**  
(10 audited calls with a compliant or higher of 90%\*)

- Abbye Ertle
- Brianna Gauna  
(100% Compliance with 18 calls reviewed)\*
- Renee Harter
- Emily Herren

- Paige Johnson  
(100% Compliance with 10 calls reviewed)\*
- Lyndsey Kilpatrick  
(100% Compliance with 10 calls reviewed)\*
- Lily Neilson
- Josh Nielsen  
(100% Compliance with 16 calls reviewed)\*
- Kevin Norman
- Daniel Olds
- Kimberly Starkowski
- Kristen Thompson



**Jeffcom 911 Annual Awards**

- Professional Achievement <2 years** Jerry Delatorre
- Emergency Call Taker of the Year** Ines Prieto
- Fire Emergency Communicator of the Year** Tyler Johnson
- Law Emergency Communicator of the Year** Shanel Tsosie
- Communications Supervisor of the Year** Josh Bugtai
- Certified Trainer of the Year** Bailey Navlon
- Information Technologist of the Year** Taylor Groth
- Support Services Professional of the Year** Ethan Lehrke
- Incident Response – Evergreen High School Active Assailant** Team Award
- Team of the Year** Incident Dispatch Team (IDT)
- Director's Commendation** Rebecca Fuller
- Service Award** Gayle Johnston
- Service Award** Brooke Brunetti



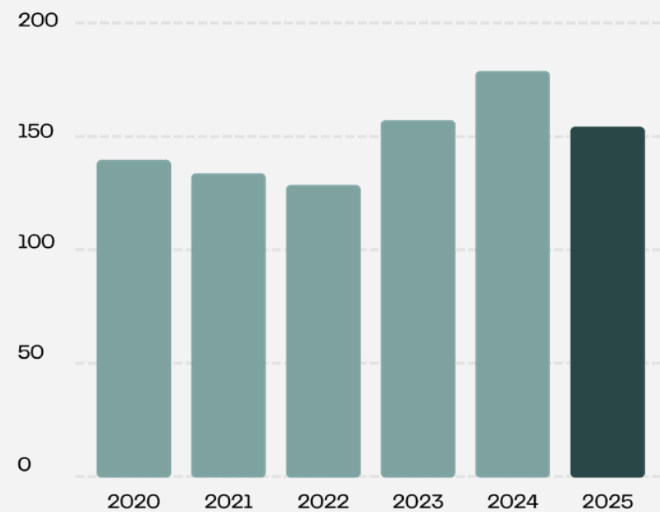
**2025 Jeffcom 911 Partner Awards**

**Fire Responder of the Year**  
Michael Roluti - Arvada Fire

**Law Responder of the Year**  
Deputy Thomas Hammetter – JC SO

**Citizen of the Year**  
Mary Welch

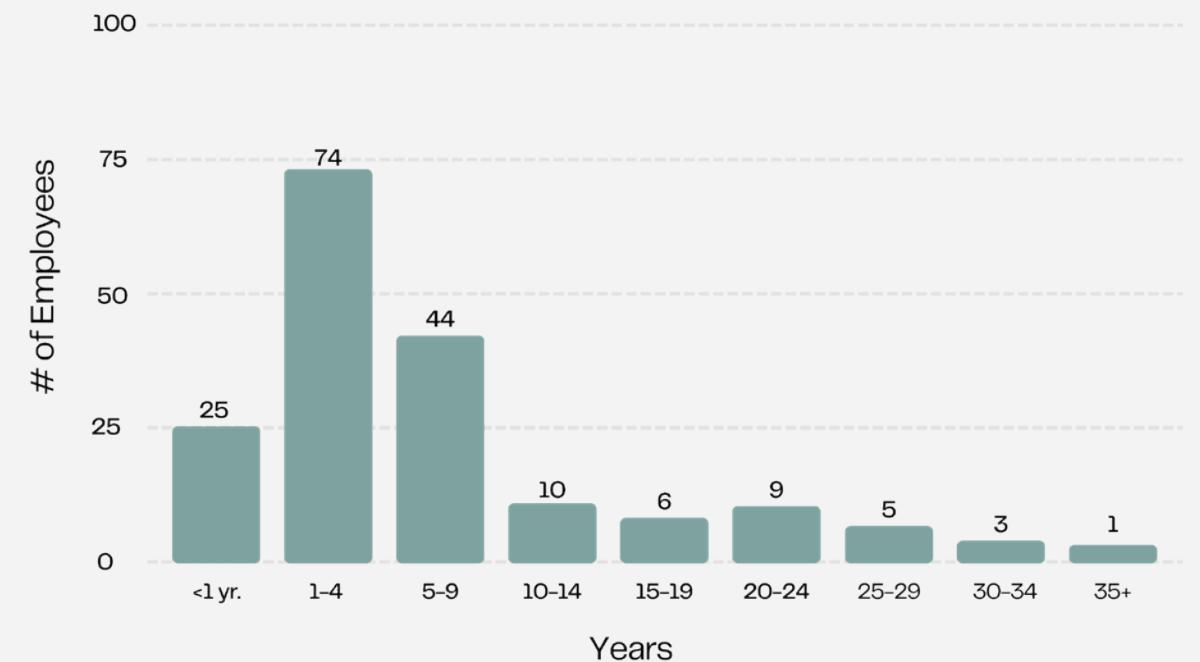
**Employee Headcount**



**Years of Service**

- |                 |                   |                    |
|-----------------|-------------------|--------------------|
| <b>30 YEARS</b> | <b>10 YEARS</b>   | Brandie Beeten     |
| Kevin Garcia    | Kyle Mickelson    | Joelle Brehm       |
| <b>25 YEARS</b> | Geena Gomez       | Stacy Strittmatter |
| Monica Mitchell | Kara Beston       | Adrienne Miranda   |
| Maria Vigil     | Kellie Vaughan    | Bailey Naylor      |
| John Woodhams   | Chelsie Jacques   | Dallin Beulter     |
| <b>20 YEARS</b> | <b>5 YEARS</b>    | Kinde Yetemegn     |
| Shane Palmer    | Amy Baker         | Ben Kowalkowski    |
| Therese Work    | Melissa Greaser   | Matthew Palfy      |
|                 | Nancy Burckhalter | Michelle Doescher  |

**Average Years of Service**





**Matt Palfy & Rylee Legreide** received awards at APCO 2025



Lead ECS **Matt Palfy** was selected as the **2025 APCO International Emergency Communications Center Telecommunicator of the Year**, a prestigious national recognition honoring excellence in public safety communications. Since joining Jeffcom in 2021, Matt has distinguished himself as an exceptional Emergency Communications Specialist and Communications Training Officer, known for his professionalism, technical expertise, and commitment to team development. In addition to his operational responsibilities in call-taking and dispatch, Matt has played a key role in mentoring new employees, strengthening training processes, and supporting colleagues during complex operational events including the agency's transition to its new facility in 2025. His consistent performance, strong relationships with field partners, and dedication to continuous improvement exemplify the highest standards of service in emergency communications.

**Rylee Legreide** was named **2025 APCO International Trainer of the Year**, a prestigious honor recognizing her leadership and mastery of public safety communications. As a Supervisor and Certified Training Officer (CTO) at Jeffcom 911, she utilizes her proficiency across all three core disciplines to deliver high-quality, versatile training to both recruits and veteran personnel. Beyond her technical expertise, Rylee serves as a mentor who fosters a culture of continuous improvement and resilience within the dispatch center. Her ability to translate complex operational demands into actionable training has significantly enhanced team readiness and service delivery to the community.



**2025 CO NENA/APCO**



**Brian Schilly**  
Jeffcom 911

The people on Jeffcom's operations floor are the first called when someone dials 9-1-1, and when they need IT support, the first person they call is ITB. That's **Brian Schilly**. Brian joined Jeffcom as a Technical Support Specialist with a background in dispatch at Arvada PD and R1 Security, which gave him a grounded understanding of what's at stake when a system goes down mid-shift. That perspective shaped how he approached the role across every initiative he touched, including the Clear Creek onboarding, Carbyne CPE transition, Exacom cutover, CAD2CAD testing, and the 440 Indiana buildout, while consistently keeping the day-to-day needs of the organization met with precision and care. In 2025, Brian was promoted to Systems Administrator, a direct reflection of his growth, hard work, and the contributions he has made to the team and the organization. Jeffcom is proud to congratulate Brian on being named the 2025 Colorado NENA/APCO Information Technologist of the Year.



**Richard Rudy**  
City of Lakewood

**Richard Rudy** spent 46 years as a radio frequency technician supporting public safety communications across the region, and while he was never a Jeffcom employee, his fingerprints are on nearly everything that makes Jeffcom's communications infrastructure work. From the original build-out at 433 S. Allison to the new facility at 440 Indiana, Richard was the technical constant behind two of the most complex radio infrastructure projects in the region's history.

His mastery of 800 MHz, UHF/VHF, P25, and microwave systems meant that when things went wrong (often during active incidents) Richard was the person who made them right, calmly and without fanfare. His work wasn't just maintenance; it was foundational. The reliable radio coverage that supports Jeffcom's consolidated operations today exists in no small part because of Richard's decades of precision and commitment. As he closes out his career in 2025, Jeffcom proudly congratulates Richard on being named the Colorado NENA/APCO Radio Frequency Technologist of the Year, and joins his colleagues, agency partners, and the broader public safety community in recognizing a technologist whose contributions were never measured by an org chart, only by results.



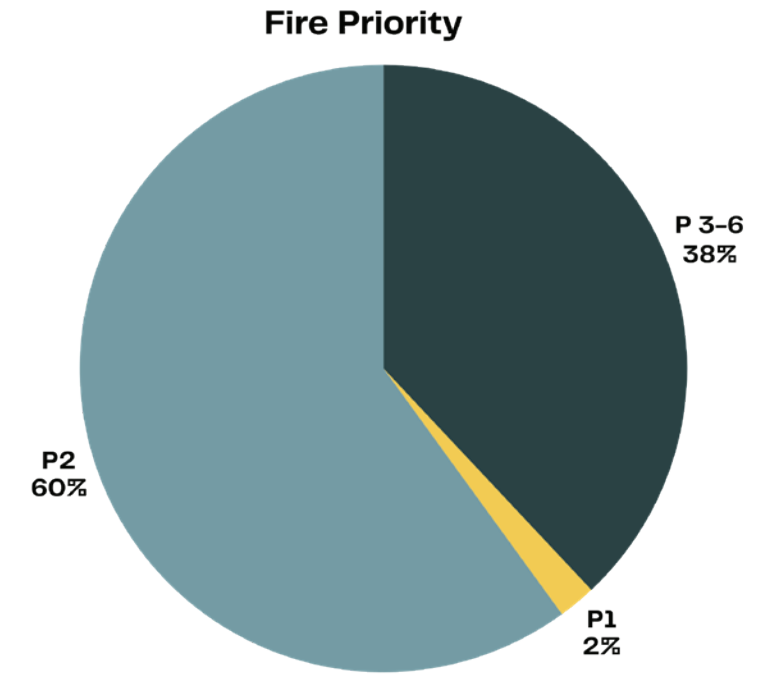
### The First Connection in Every Emergency

2025 was a year of significant change for Jeffcom, with a new facility, new systems, and new agencies added to the fold. Through all of it, the core work never paused. Calls came in, information was gathered, and resources were dispatched across Jefferson and Clear Creek Counties the same way they are every day, regardless of what else is happening in the organization.

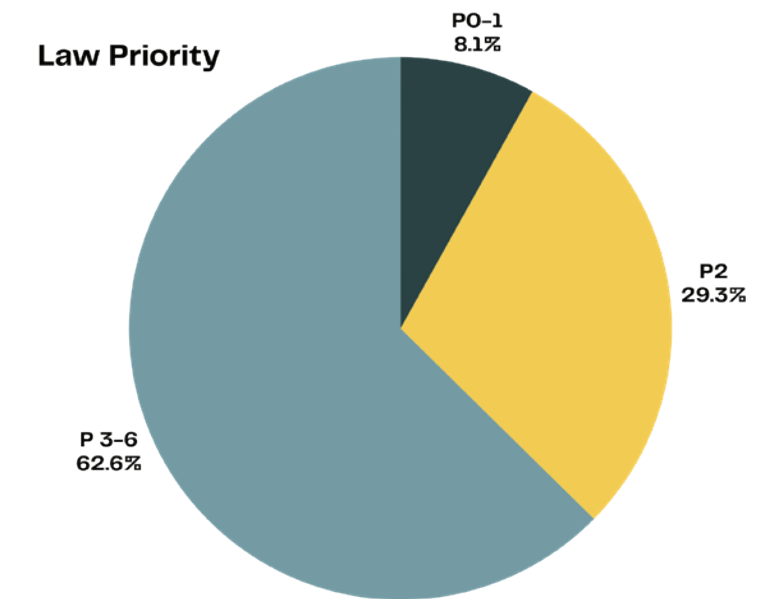
The data on these pages reflects a full year of that work across fire, law, and EMS operations and every agency Jeffcom serves throughout the region.



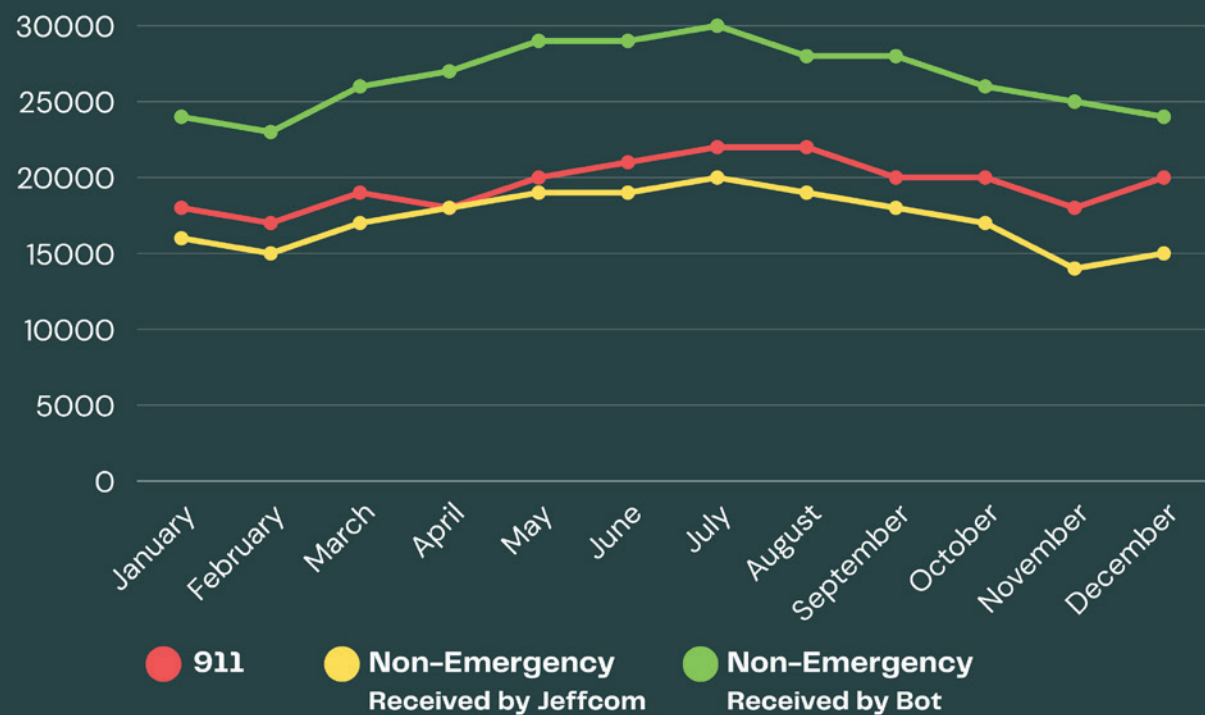
Fire Agency	Totals	% of Fire Calls
West Metro Fire	38,333	56.4%
Arvada Fire	16,972	25.0%
Golden Fire	3,066	4.5%
Evergreen Fire	2,498	3.7%
Clear Creek Fire	1,746	2.6%
Clear Creek EMS	1,569	2.3%
Elk Creek Fire	1,141	1.7%
Highland Rescue	688	1.0%
Pleasant View Fire	574	0.8%
Foothills Fire	504	0.7%
Inter-Canyon Fire	340	0.5%
Indian Hills Fire	154	0.2%
Genesee Fire	151	0.2%
North Fork Fire	142	0.2%
Golden Gate Fire	69	0.1%
<b>Grand Total</b>	<b>67,947</b>	<b>100%</b>



Law Agency	Totals	% of Law Calls
Lakewood PD	64,147	39.5%
Arvada PD	33,644	20.7%
Jeffco Sheriff	32,427	20.0%
Wheat Ridge PD	16,319	10.1%
Golden PD	6,137	3.8%
Edgewater PD	3,166	2.0%
Clear Creek Sheriff	2,230	1.4%
Idaho Springs PD	1,628	1.0%
Lakeside PD	709	0.4%
Georgetown PD	597	0.4%
Morrison PD	495	0.3%
CSM PD	367	0.2%
Mountain View PD	209	0.1%
Empire PD	135	0.1%
<b>Grand Total</b>	<b>162,210</b>	<b>100%</b>



### Call Volume by Month



Red Rocks PD joined in 2025

**233,494**

9-1-1 Calls

**207,955**

Non-Emergency (Administrative) Calls

**6,820**

Online Requests for Assistance

**592,392**

Total Call Workload

**67,947**

Dispatched Fire/EMS Calls

**162,210**

Dispatched Law Enforcement Calls

**37**

Tactical Dispatch Operations Supported



**Incident Dispatch Team**

The Incident Dispatch Team demonstrated exceptional performance this year, successfully dispatching on 33 SWAT-related calls for service and providing support at 5 community events. In addition to operational achievements, all six team members completed a comprehensive drone certification course and earned their FAA drone pilot licenses—an accomplishment that strengthens Jeffcom’s capabilities and enhances service to partner agencies. The team continues to exemplify collaboration, support, and a unified commitment to mission success.

In addition to their deployments, the IDT has expanded its regional presence by supporting agency partners across the state through participation in training exercises and by instructing the Tactical Dispatch hands-on course to dispatchers throughout Colorado.

**Community Engagement**

The Community Engagement Team is comprised of eighteen members

from a variety of departments and skill sets, bringing a broad range of expertise to their role. This year, the team participated in twenty-eight community events and conducted twenty-four center tours, all aimed at strengthening public engagement with emergency services. With a strong focus on 911 education, the team has made significant strides in creating meaningful interactions with our community. Their efforts have greatly enhanced public understanding of the 911 industry and demonstrated an impressive commitment to service.

**Standardization**

The Operations team, in collaboration with our partner agencies, has successfully standardized several processes across fire, law, and preparedness areas. These accomplishments include establishing consistent backup readiness procedures, aligning channel marker and code processes for law calls, creating

a uniform Line of Duty Death notification process, and realigning records workflows.

**Agency Partner Training**

Jeffcom has continued to offer its quarterly Radio Etiquette course for law agencies, and this year reflects substantial strengthening of our relationships with partner agencies. In addition to developing and launching a new fire-specific Radio Etiquette course, we successfully created and instructed a CAD training course for both fire and law disciplines. This course enhances partner agency awareness of the CAD system used by dispatch and highlights the auxiliary responsibilities and multitasking capabilities that dispatchers demonstrate every day. The positive feedback received on these new offerings reinforces their value, and both courses will now become regular components of Jeffcom’s training portfolio.

## Evergreen High School: Active Assailant

At 12:21 PM on September 10, 2025, shots were fired inside Evergreen High School. Within 61 seconds, the first 911 call reached Jeffcom. Within approximately 12 minutes of the initial shots, law enforcement had located and neutralized the suspect.

What happened in between those timepoints required every resource Jeffcom had. Dispatchers managed 277 emergency calls in the first 30 minutes alone while simultaneously directing the response of more than 200 law enforcement personnel from three counties and over 40 fire and EMS units. Command posts were established, medical staging areas were coordinated, and reunification centers for students and families were activated across multiple sites in the mountain communities.



At the same time, Jeffcom’s administrative lines became a critical channel for managing public information. Staff handled a sustained volume of calls from parents, community members, and school personnel seeking information on student safety and reunification locations. Lookout Alert emergency notifications were activated to push accurate, timely information directly to the public, helping reduce misinformation and keep families informed as the situation developed. Controlled school releases across the affected campuses were coordinated through continuous communications support, ensuring students were accounted for in an organized way.

Fire and EMS teams entered warm zones as soon as law enforcement cleared the way. Injured patients were transported to regional trauma

facilities. Reunification was completed by late afternoon, and the school was fully cleared by evening. The investigation continued for several days, with Jeffcom supporting law enforcement operations through September 14th.

### What It Required of Staff

The dispatchers who worked this incident were on the radio and phones for hours, managing call volume more than double the normal rate while keeping information moving clearly to hundreds of field personnel. They stayed composed, stayed organized, and kept working. The after-action review found that information flowed consistently from the communications center to the field throughout the event, even as conditions on the ground continued to shift.

As with every major incident, Jeffcom completed a detailed after-action review. The findings are being used to refine training, procedures, and planning to ensure the agency is prepared for whatever comes next.

**By the Numbers**

**277**  
Emergency calls in the first 30 minutes

**200+**  
Law enforcement personnel coordinated

**40+**  
Fire and EMS units coordinated

## 82nd Avenue Fire: September 4, 2025



**By the Numbers**

**1 hr**  
Fire controlled

**3**  
Neighborhoods placed under mandatory evacuation

**10-13**  
Acres burned

At 12:33 PM on September 4, 2025, Jeffcom received a report of an outside fire in the 16400 block of W. 82nd Avenue in Leyden and dispatched Arvada Fire Tower 57 on an initial response. Within minutes, new information from callers changed the picture significantly. Jeffcom updated the call to a house fire with a possible occupant trapped inside and pets in the structure, prompting a full structure fire response.

As units arrived and conditions became clear, Jeffcom’s role shifted rapidly to managing a multi-front response. The incident commander requested a separate brush fire response as the fire spread from the structure to surrounding vegetation, and then requested a full alarm structure protection assignment as homes on the adjacent hillside came under threat.

Jeffcom dispatched and coordinated all responding units across both the structure and brush components of the fire, tracking multiple companies working in different operational areas simultaneously.

### Evacuations & Public Notification

As Jefferson County Sheriff’s Office deputies moved to evacuate the surrounding neighborhoods, Jeffcom supported those operations through continuous radio coordination and activated Lookout Alert emergency notifications to reach residents in the affected areas. Mandatory evacuation orders were issued for Leyden Rock, Leyden Ranch, and portions of W. 84th Avenue between Quaker Circle and Quartz Street. Getting accurate evacuation boundaries communicated quickly to both field units and the public was a key part of how those

neighborhoods were cleared safely. The fire was brought under control within an hour, burning approximately 10 to 13 acres. Crews remained on scene through the following morning managing hot spots and extended overhaul operations, with Jeffcom continuing to support radio traffic and resource coordination throughout. The cause of the fire remains under investigation.

The proximity of the fire to multiple residential developments in a dry, late-summer landscape meant that the window between initial report and serious structural threat was short. The call updates Jeffcom processed in the early minutes, and the speed at which additional resources were requested and dispatched, were central to how quickly the response scaled to meet what crews found on arrival.

2025 represented a landmark year for the Jeffcom Information Technology team, defined by meaningful progress, organizational resilience and a deliberate investment in the future. The year's most significant milestone was the completion of the operational transition from 433 S. Allison Parkway to 440 Indiana St., finalized in February, which delivered a comprehensive hardware refresh, an enhanced display environment for critical systems, and full redundancy across all infrastructure, positioning Jeffcom for sustained operational excellence for years to come. Beyond the facility transition, the IT team advanced initiatives across every area of its division, focusing on strengthening connectivity with partner agencies and the communities Jeffcom serves, while targeted application updates ensured staff have access to modern, reliable tools. Taken together, these accomplishments reflect a team committed to building upon a strong foundation, continuously refining the technology ecosystem that enables Jeffcom to remain a state-of-the-art public safety organization and deliver the highest level of service possible.

**Project List:**

**.GOV Domain Transition**

In March, Jeffcom completed the migration from a .ORG to a .GOV domain, a significant undertaking that involved transferring data across email, Microsoft Teams, SharePoint, OneDrive, and calendars. The move brings meaningful benefits to the organization and the communities we serve, including enhanced trust and credibility, stronger security standards, improved email authentication, and greater recognition as an authoritative source.

**Internal API**

In November, the team successfully developed and launched its own internal Application Programming Interface (API), a significant technical milestone for the organization. This custom-built API streamlines data access for agency partners and vendors, enabling faster and more efficient information sharing while reducing strain on internal servers and databases. By centralizing and simplifying how data is requested and delivered, the API positions Jeffcom to scale its partnerships more effectively and support a growing ecosystem of integrated services.

**AI Bot Upgrade**

In December, the team upgraded the AI Automated Attendant for non-emergency calls, bringing the system

in line with the latest advancements in artificial intelligence. While the original bot, deployed in 2022, had been performing reliably and effectively, the rapid evolution of AI technology presented an opportunity to deliver an even better experience for callers. The upgraded system is significantly more agentic, featuring a more natural, conversational interaction style, an expanded ability to recognize a wider range of caller utterances, and improved multilingual processing capabilities. Together, these enhancements ensure that callers receive faster, more accurate assistance regardless of how they phrase their request or what language they speak.

**Tableau Cloud Migration**

In September, the team successfully migrated Tableau from a locally hosted server to a cloud-based solution, marking a key step forward in the organization's broader modernization efforts. The transition delivers meaningful improvements in system efficiency, redundancy, and uptime, ensuring that internal dashboards remain reliably accessible when they are needed most. These dashboards serve as a critical tool for the team, providing real-time visibility into center metrics and statistics that drive informed decision-making and operational awareness.

**GIS Innovative and Interactive Dashboard**

Following multiple major incidents, the GIS team identified a critical need for more robust internal tracking of unit locations, system performance, evacuation information, and critical infrastructure. In response, they developed a powerful and interactive dashboard that leverages existing polygons from lookout alerts, overlaying them onto a dynamic map to deliver real-time, location-specific information for both the immediate area and surrounding regions.

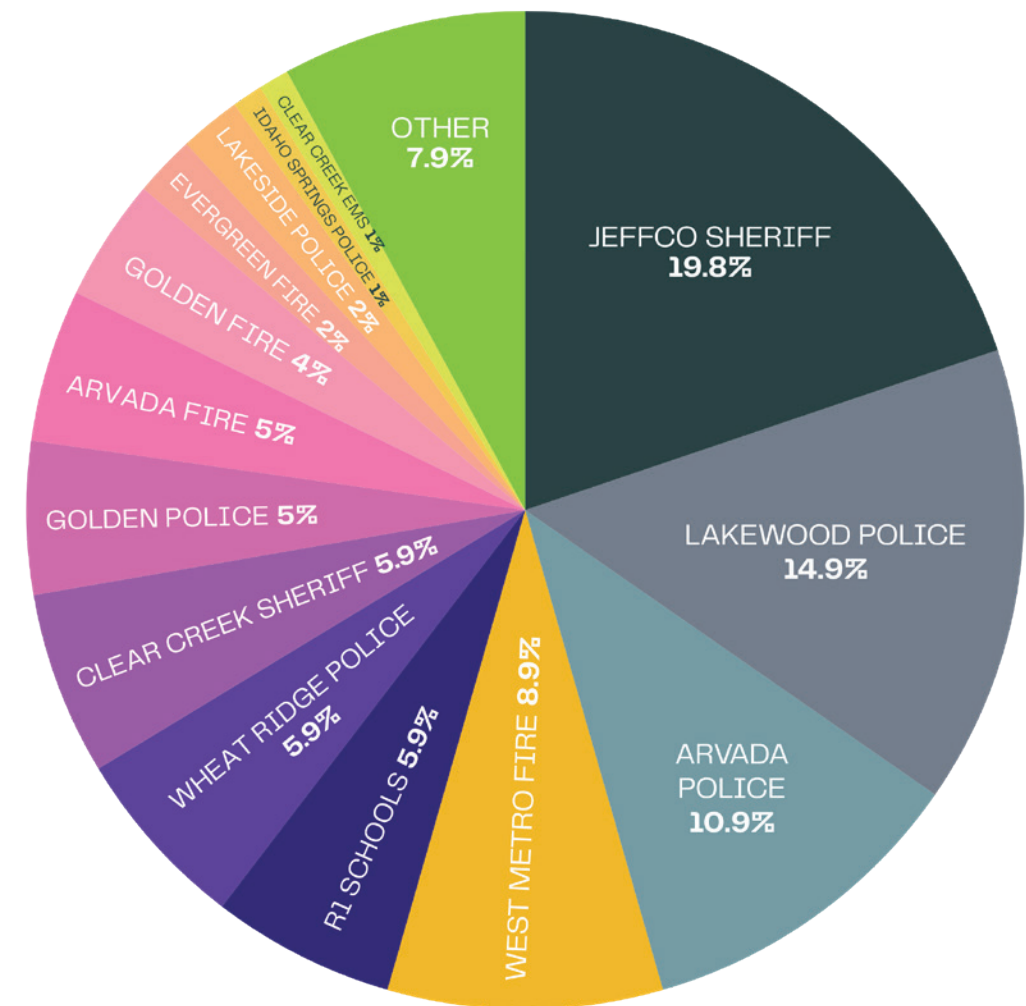
The dashboard consolidates key operational data into a single, intuitive interface, giving staff the situational awareness needed to make faster, more informed decisions during high-pressure events. Importantly, the solution was also designed with resilience in mind, helping to ensure that core functionality remains intact during large-scale incidents when Jeffcom's applications are under heightened stress from elevated call and data volumes.

**New JFON Connections**

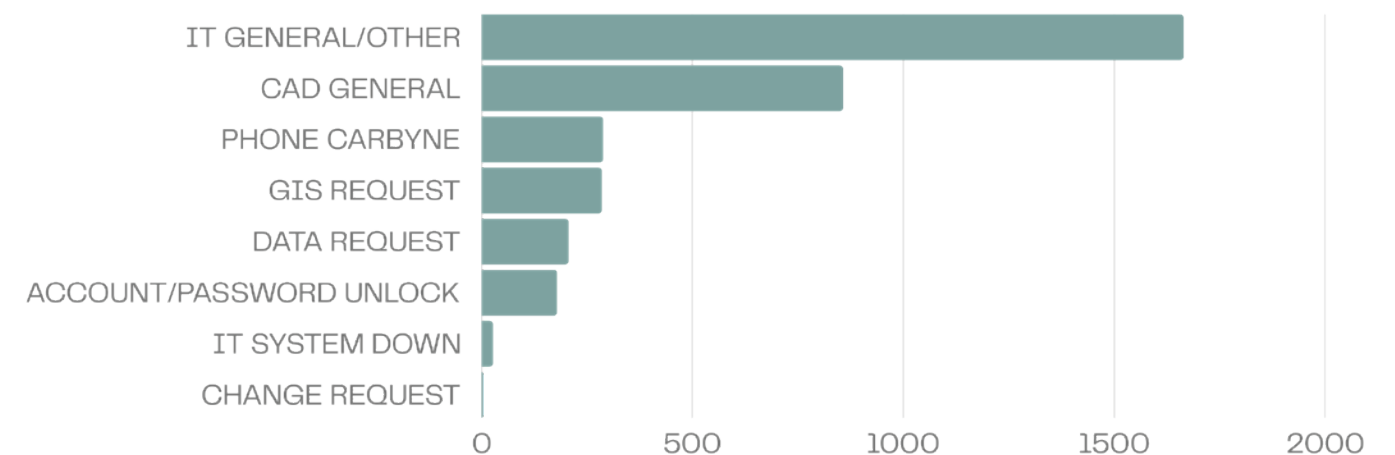
The team continued to expand the reach and resilience of the Jefferson County Fiber Optics Network (JFON),

CONTINUED ON PG. 18

**IT Tickets by Agency**



**IT Tickets by Category**



making strides in growing the network's footprint throughout the region. This year, new connections and pathways were established to additional City of Golden locations and Golden Fire Station 24, strengthening connectivity for key municipal and public safety partners. Beyond Jefferson County, the team also extended the network into Adams County and the City of Westminster, broadening JFON's regional presence while creating valuable new pathways for traffic routing and redundancy.

**Backup Center Hardening**

Following Jeffcom's official relocation of operations to 440 Indiana St, the team shifted its attention to repurposing the former facility into a critical asset for regional continuity. The old location was designated as the new Jefferson County Back Up Center, functioning as a hot backup site for Jeffcom, Westminster, and Broomfield, ensuring that dispatch operations can continue seamlessly in the event of a disruption at any of the primary centers. The team undertook a comprehensive effort to consolidate

hardware, upgrade equipment, and verify full operational functionality across the facility. Looking ahead, a targeted hardware replacement initiative is planned for 2027 to further modernize the center's infrastructure and ensure it is fully prepared to serve citizens and agency partners should a disaster or major incident occur.

**CAD Upgrade**

In June, the team completed a significant upgrade of the Computer Aided Dispatch (CAD) system to version 23, a critical step in keeping one of Jeffcom's most essential operational platforms current and fully supported. This upgrade ensures the application continues to receive vital system updates, benefits from improved functionality, and features a modernized user interface that enhances the day-to-day experience for dispatchers and staff. The team remains committed to proactively evaluating future versions as they become available, ensuring that Jeffcom's CAD system continues to evolve alongside the demands of a

modern public safety communications center.

**ProQA Upgrade**

In April and July, the team completed upgrades to the ProQA system for both Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD), bringing both platforms to their latest available versions. Each new version incorporates the latest recommendations from medical doctors and clinical experts, refining the protocols and guidance that dispatchers rely on to provide accurate, life-saving information in real time.

**ARCGIS Enterprise Server Upgrade (11.5)**

The GIS team successfully upgraded the ArcGIS Enterprise Server to the latest version 11.5, ensuring the platform remains at the forefront of geospatial technology. This upgrade provides access to the newest modules, tools, and functionality that the ArcGIS ecosystem has to offer, empowering the team to work more efficiently and effectively across a wide range of mapping and spatial analysis tasks.

**Receive Targeted Community and Weather Alerts**

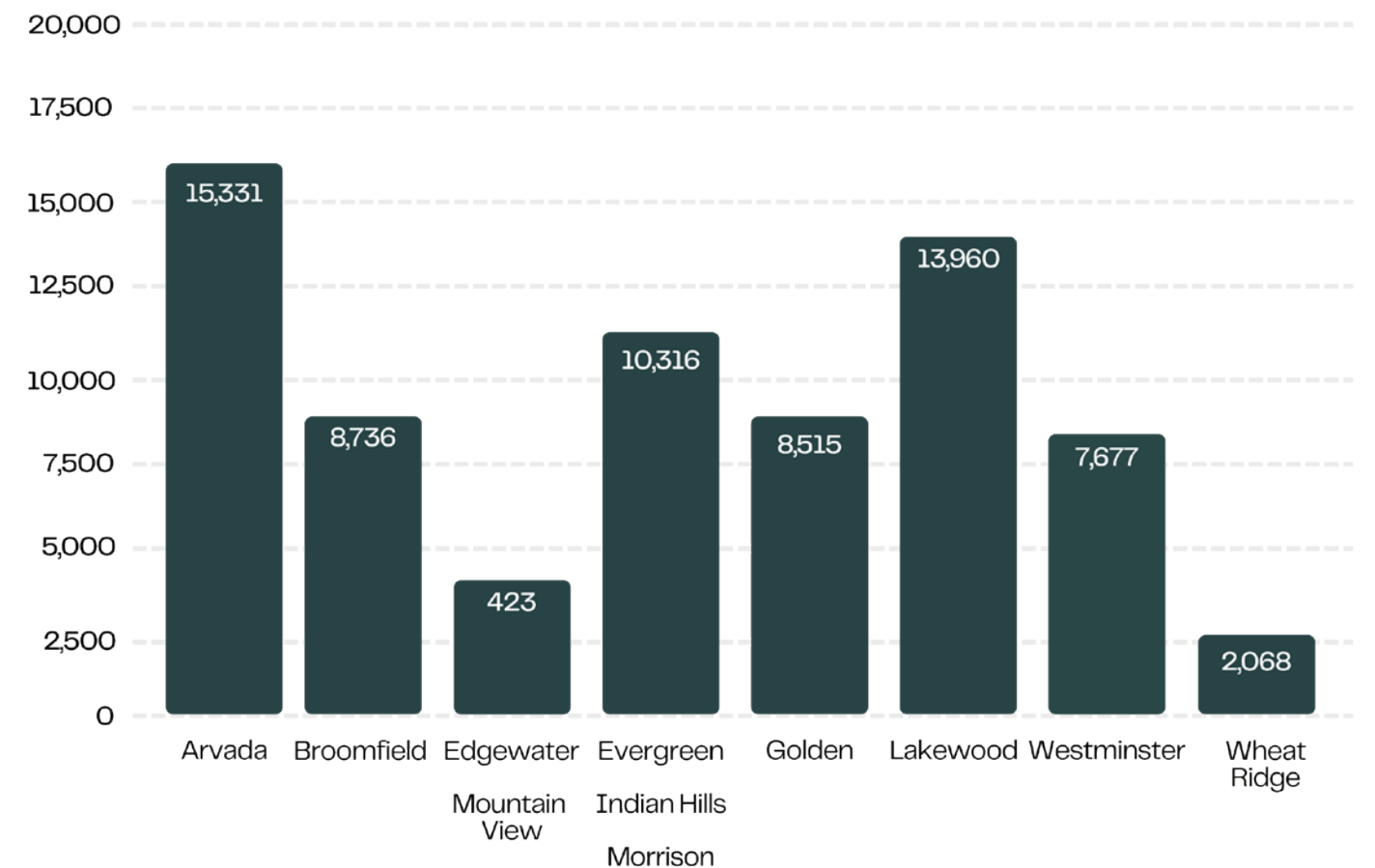
Download the Smart911® App Today.

Download on the App Store | GET IT ON Google Play

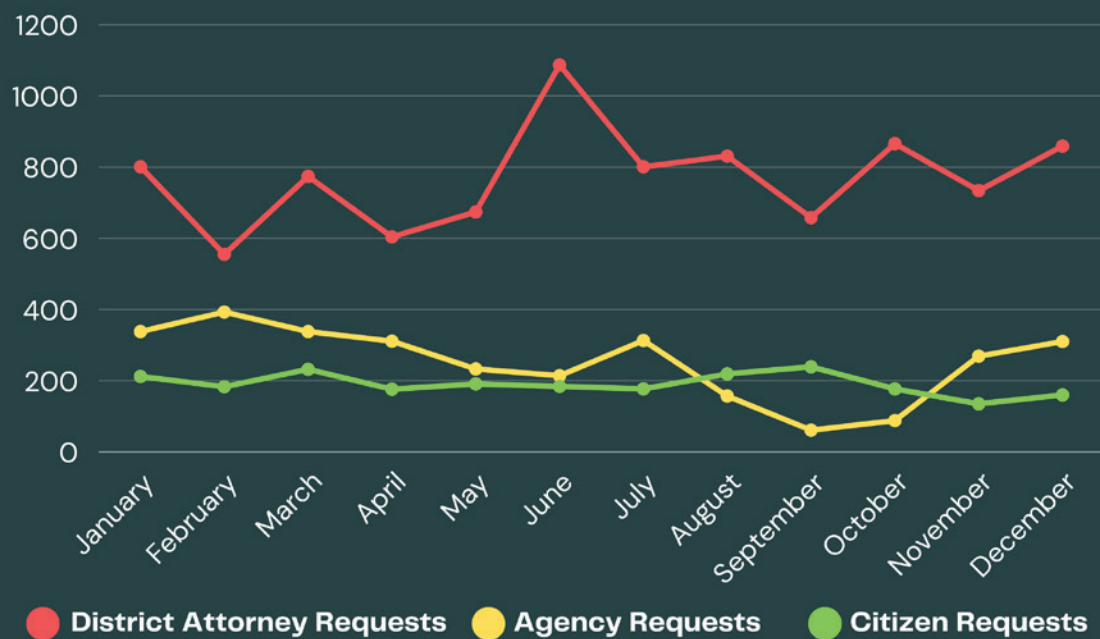
WEATHER ALERT: Flash Flood

Smart911® | Lookout Alert EMERGENCY NOTIFICATIONS

**Lookout Alert Opt Ins**



**Total Records Requests**



**Quality Assurance Unit**

Jeffcom's Quality Assurance Unit (QAU) transformed into a team driving agency innovation. Despite its relatively short tenure, the team redefined the unit's operational framework by serving as a beta site for new AI-enhanced software. This modernization effort included overhauling internal procedures and creating customized feedback reports that identify both individual growth opportunities and broader agency-wide trends.

A key achievement this year was the revitalization of the "Action Plan" process. This initiative formalizes collaboration among the QAU, Training, and Operations teams, ensuring consistent support for

staff through clear accountability and data tracking. By balancing an increased workload with a collaborative spirit, the QAU has earned a reputation as a trusted, positive resource that is elevating both the technical standards and the organizational culture of Jeffcom.

**CALEA**

Jeffcom 911 successfully earned CALEA re-accreditation, marking the culmination of a rigorous four-year cycle and affirming our steadfast commitment to excellence. By maintaining compliance with over 200 rigorous professional standards, Jeffcom 911 continues to demonstrate that its policies and practices remain at the forefront of emergency services. This achievement is a testament to our

staff's dedication to mission-critical standards and their unwavering service to our partner agencies and the community.

**Scheduling Department**

Jeffcom's dedicated Scheduling Coordinators are essential to maintaining optimal staffing levels within our center. In 2025, the team replaced the traditional annual bidding process with a dynamic four-month cycle. This innovative shift has significantly increased organizational flexibility, leading to a marked decrease in overtime and stayed under budget for the year. Beyond the numbers, their creative collaboration with our Training Department helped us reach a record-breaking milestone for training hours completed.



**2025 Training Excellence & Professional Development**

Jeffcom's Training Division delivers nationally aligned, locally driven training designed to support complex emergency response and multi-agency operations. Through strategic partnerships and a comprehensive internal program, Jeffcom emphasizes consistency, accountability, and professional

development to ensure employees maintain the skills, certifications, and confidence required to support first responders and evolving public safety demands.

**APCO's Agency Training Program Accreditation (APCO Project 33®)**

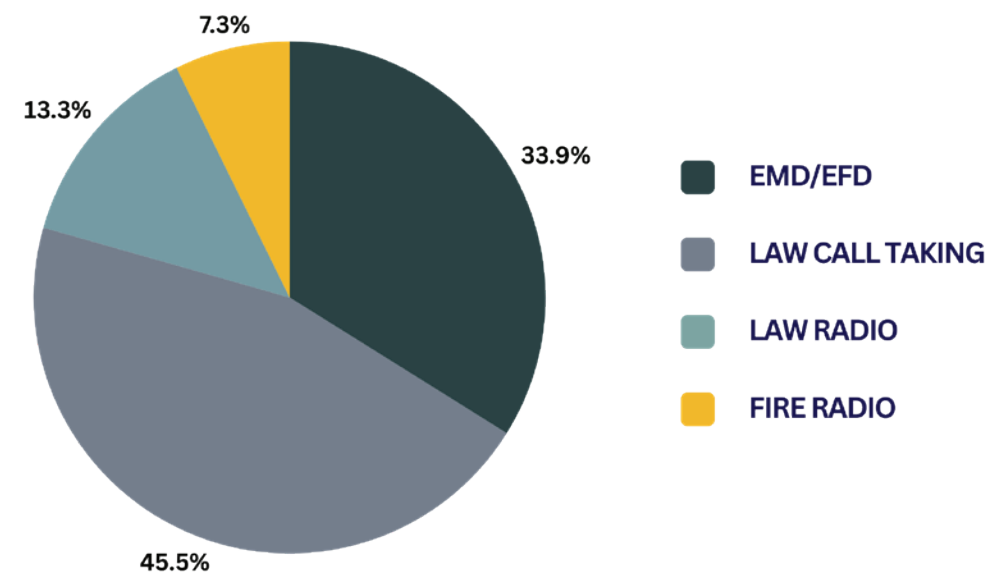
Project 33® accreditation validates that Jeffcom's curriculum,

instructional materials, and documentation meet national standards and support consistent, high-quality training.

- 2020: Initial accreditation achieved
- 2023: Recertification completed
- 2026: Scheduled recertification



**Percent QA Completed**



**Advanced Skills & Specialized Courses**

Jeffcom invested in professional growth by hosting specialized training courses, supporting employee attendance at external training programs, and encouraging staff to present at industry conferences. These efforts expanded employees' expertise beyond core dispatch functions, strengthened operational capacity, and positioned Jeffcom as a leader in emergency communications training and practice.

- Crisis Intervention Training (CIT)
- REAL Training (delivered by Jeffcom in-house instructor)
- Colorado Open Records Act (CORA)
- APCO Wellness Summit
- TAC/SWAT Dispatch
- Peer Support
- Insights Discovery
- Drone Training
- Dynamic Event Management
- Civilian Police Leadership
- CALEA Conference
- AHA CPR Instructor
- Advanced Field Training
- Back to the Basics for CTOs

**Conferences and Jeffcom Presenters**

Jeffcom employees attended and presented at regional and national conferences, gaining exposure to industry best practices while sharing Jeffcom's training and operational successes with the broader emergency communications community.

2025 NENA National Conference • 2025 APCO National Conference • 2025 NENA/APCO CO Conference

**Jeffcom Training**

Jeffcom's integrated training ecosystem supports employee success, operational consistency, and decision-making across agencies. The result is a workforce that is credentialed, confident, and prepared to perform in complex emergency environments.

Together, the Training Team, Training APT, CTOs, and CPR instructors form an integrated training ecosystem that supports employee success, operational consistency, and service excellence. Through intentional curriculum design, nationally recognized certification, and continuous skill development, Jeffcom ensures its workforce is prepared to meet the demands of a dynamic public safety environment.

**Communications Training Officers (CTOs)**

Jeffcom's Communications Training Officers complete APCO's CTO certification taught by Jeffcom's

certified instructors and participate in ongoing development to ensure consistent, high-quality, and accountable training delivery.

- 100% are APCO certified Communications Training Officers

- Completed CTO Illumination professional development courses
- Participated in CTO meetings focused on standardization and best practices
- Completed Back to the Basics refresher training

- Completed Advanced FTO course to strengthen coaching, evaluation, and documentation skills

**CPR & Life-Saving Instruction**

Jeffcom maintains an internal team of CPR instructors to ensure timely, consistent, and compliant life-saving

training for all employees. 9 certified CPR instructors.

- 100% of new hires BLS certified
- ~50% of workforce recertified annually

**Training Advisory Planning Team (Training APT)**

The Training Advisory Planning Team (APT) supports training quality and consistency by developing standardized resources and scenario-based learning aligned with operational needs and SOPs.

Developed 4 new discipline-specific reference manuals

Developed a Caller Comprehension Course for all employees



Deputy Director Gina Ramirez, CPE, graduates the APCO Certified Public-Safety Executive (CPE) class 18

**Training Certifications & Continuing Education**

All Jeffcom emergency communications employees maintain active membership in APCO, NENA, and IAED and complete ongoing Continuing Education through each national organization in addition to Jeffcom-developed training. This national alignment supports consistent, high-quality service while strengthening skills in leadership, protocol application, technology, risk management, and responder safety.

**Specialized Certifications within the Jeffcom 911 Team**

3  
**APCO Registered Public-Safety Leaders (RPL)**

1  
**APCO Certified Public-Safety Executive Program (CPE)**

3  
**APCO Communications Center Manager (CCM)**

11  
**NENA Emergency Number Professionals (ENP)**

17  
**NENA Center Manager Certification Program (CMCP)**

1  
**Communication Center Manager (CCM)**

27  
**Insights Discovery**

21  
**FEMA Professional Development Series (PDS)**

6  
**FAA Certified Drone Operators**





## More space, more capability.

The new facility gives Jeffcom the physical infrastructure to match the operational scale the agency has reached. The building was configured around how the work actually gets done, with separate areas for call taking, law dispatch, and fire dispatch that are distinct but coordinated.

### The Dispatch Floor

The new dispatch floor has 52 fully equipped consoles, up from 42 at the old facility. The layout improves sight lines between positions, gives supervisors better visibility across the floor, and provides ergonomic workstations that were not possible in the previous space. The consoles support both radio systems Jeffcom uses for Jefferson and Clear Creek County dispatch operations and are fully integrated with the Carbyne APEX call processing platform that went live in mid-2024.

The added positions also give the agency more flexibility in how it staffs the floor during high-volume periods and major incidents, reducing the workload compression that comes with a smaller console count.

### Connectivity and Redundancy

A significant amount of the work

done ahead of the move involved the building's technical infrastructure. Jeffcom invested in establishing direct fiber connections to public cloud providers, a step that supports the cloud-based systems now central to operations and improves the overall reliability of the center. The facility has multiple failover paths built in, giving Jeffcom options well before any escalation to ESInet-level redundancy would be needed.

The location adds to that strength. Being close to the public safety fiber backbone and both dispatch radio systems means the building's connectivity is genuinely good, not just adequate. That matters in a business where the infrastructure cannot go down.

### Training and Meeting Space

The old facility required constant scheduling gymnastics to fit trainings, meetings, and academies into a building not designed to hold them. The new building solves that. There are dedicated rooms for new-hire academies, in-house course instruction, partner agency training, and large all-hands gatherings, none of which compete with the dispatch floor for space.

That capacity supports the courses Jeffcom has developed and teaches internally, including Tactical Dispatch and Crisis Intervention Training, as well as the agency's growing role hosting training for dispatch centers across Colorado.

## Taking Care of Our People: The Calm Behind Every Call

### Wellness as a Workplace Priority

Dispatch is hard work. The people who do it spend their shifts managing emergencies, absorbing stress, and staying composed through calls that most people would find overwhelming. The cumulative effect of that work takes a toll, and Jeffcom takes that seriously.

The new building gave the agency a real opportunity to build wellness into the physical space from the start. The facility includes quiet rooms, improved break areas, and spaces designed specifically for staff to step away and decompress. It also has natural light and views of the foothills throughout

much of the floor, a small thing that makes a genuine difference in the feel of the environment over a long shift.

### The Employee Wellness Incentive Program

Jeffcom's Employee Wellness Incentive Program provides financial support for employees who are actively working on their own health. Employees who have been with the agency at least six months are eligible for reimbursement of up to \$225 per calendar year for wellness-related expenses, including gym memberships, fitness equipment, and health programs.

In 2025, Jeffcom paid out \$18,800 through the program. That number reflects strong participation and the fact that staff are actually using the benefit.

Jeffcom is committed to the overall health and wellness of its employees. This program is intended to benefit the employee and Jeffcom alike.

### The Bigger Picture

Burnout is a known problem in emergency communications. High

turnover rates across the industry are tied directly to the stress of the job and the lack of support systems around it. Jeffcom's approach treats wellness not as a perk but as part of how the agency operates. Staff who are healthy and feel cared for do better work and stay longer. That is good for Jeffcom, and it is good for the people calling 9-1-1.

The wellness spaces in the new building came out of employee

feedback during the design phase. Staff were asked what they needed, and they said they wanted places to decompress, rooms that did not feel like an afterthought, and an environment that acknowledged the weight of the work. The building they got reflects that input. Jeffcom will continue building out its wellness programming in the years ahead. The new facility gives the agency the space to do that in a way that was not possible before.

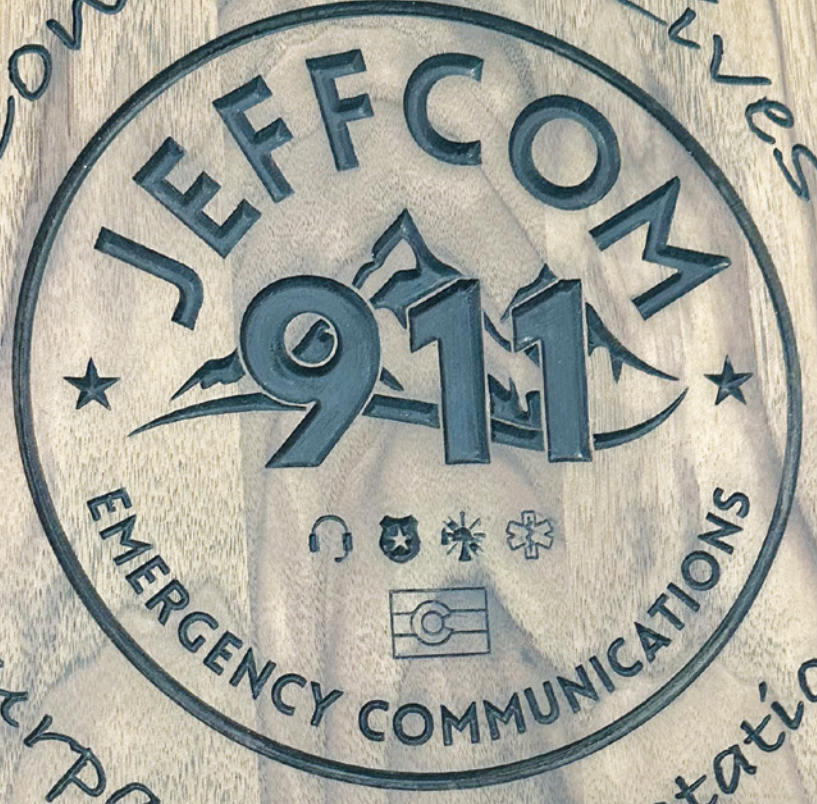


### Workout Facilities

The new facility also includes a dedicated workout room and shower facilities, giving staff the ability to exercise before, during, or after their shifts without leaving the building. For employees working 10-hour shifts or commuting from a distance, having that option on-site removes a real barrier to staying active. Combined with the wellness reimbursement program, it reflects a practical approach to employee health: make it easier to do the things that help, and more people will do them.



Connecting Lives



Surpassing Expectations



Jeffcom 911